

The Standardized Program Evaluation Protocol (SPEP™):

Service Score Results: Baseline

SPEP™ ID and Time: 268-T01

Agency Name: JusticeWorks Youthcare Inc.

Program Name: Voices

Service Name: Social Skills Training

Cohort Total: 25

Timeframe of Selected Cohort: Apr. 11, 2017 – Feb. 26, 2019

Referral County(s): Berks

Date(s) of Interview(s): June 10, 2019

Lead County: Berks

Probation Representative(s): Jeff Gregro and Bill Keim

EPIS Representative: Lisa Freese

Description of Service:

Voices, operated by JusticeWorks YouthCare, Inc. is delivered in a community-based format. It was developed by Stephanie Covington, and provides self-discovery and empowerment for girls who have experienced substance abuse or trauma related to abuse. Voices is a gender-responsive program that encourages girls to seek and celebrate their “true selves” by giving them a safe space, encouragement, structure and support to embrace their journey of self-discovery. The program advocates a strength-based approach that helps girls to identify and apply their power and voices as individuals and as a group. It focuses on skill building in communication, refusal skills, anger management, stress management and decision making. Goals of the program include decreasing substance abuse, depression and trauma symptoms, while increasing self-efficacy and stabilizing recovery. The curriculum also focuses on self-image and how the media portrays women.

JusticeWorks Voices is for Berks County youth who are under juvenile probation supervision. They accept female offenders who are typically 12-18 years of age. Each client is given a workbook to follow the curriculum. Workbooks are given to the clients at the completion of the program.

Staff includes a Program Director and 2 Family Resource Specialists (FRS). Voices is divided into four modules (Self, Connecting with Others, Healthy Living and The Journey Ahead). The service usually consists of 18 sessions (90 minutes each), once per week. JusticeWorks also offers makeup sessions which are scheduled on an as needed basis, usually prior to the next scheduled session. Participants in the Voices program will also receive the Violation Initiative Program (VIP) intensive service as a supplemental case management program to enhance the Voices curriculum. The groups are held at the JusticeWorks offices located in Reading, PA. Transportation is provided ensure better attendance.

The four characteristics of a service found to be the most strongly related to reducing recidivism:

1. SPEP™ Service Type: Social Skills Training

Based on the meta-analysis, is there a qualifying supplemental service? No

If so, what is the Service Type? There is no qualifying supplemental service

Was the supplemental service provided? N/A **Total Points Possible for this Service Type:** 20

Total Points Received: 20 **Total Points Possible:** 35

2. Quality of Service: Research has shown that programs that deliver service with high quality are more likely to have a positive impact on recidivism reduction. Monitoring of quality is defined by existence of written protocol, staff training, staff supervision, and how drift from service delivery is addressed.

Total Points Received: 10 **Total Points Possible:** 20

3. Amount of Service: Score was derived by calculating the total number of weeks and hours received by each youth in the service. The amount of service is measured by the target amounts of service for the SPEP™ service categorization. Each SPEP™ service type has varying amounts of duration and contact hours. Youth should receive the targeted amounts to have the greatest impact on recidivism reduction.

Points received for Duration or Number of Weeks: 6

Points received for Contact Hours or Number of Hours: 6

Total Points Received: 12 **Total Points Possible:** 20

4. Youth Risk Level: The risk level score is compiled by calculating the total % of youth that score above low risk, and the total % of youth who score above moderate risk to reoffend based on the results of the YLS.

24 youth in the cohort are Moderate, High, Very High YLS Risk Level for a total of 12 points

11 youth in the cohort are High or Very High YLS Risk Level for a total of 13 points

Total Points Received: 25 **Total Points Possible:** 25

Basic SPEP™ Score: 67 total points received out of 100 points. Compares service to any other type of SPEP™ therapeutic service. (e.g. individual counseling compared to cognitive behavioral therapy, social skills training, mentoring, etc.)

Note: Services with scores greater than or equal to 50 show the service is having a positive impact on recidivism reduction.

Program Optimization Percentage: 79% This percentage compares the service to the same service types found in the research. (e.g. individual counseling compared to all other individual counseling services included in the research.)

The SPEP™ and Performance Improvement

The intended use of the SPEP™ is to optimize the effectiveness of reducing recidivism among juvenile offenders. Recommendations for performance improvement are included in the service Feedback Report, and these recommendations are the focus of the Performance Improvement Plan, a shared responsibility of the service provider and the juvenile probation department.

1. Create a mechanism to document the pre-determined timeframe review of the manual or written protocol.
2. Develop a documented formalized training process for those delivering Voices where they can learn the curriculum, observe delivery, co-facilitate and then facilitate the group on their own.
3. All facilitators should attend the developer's training. In addition, trainings on substance abuse or depression should be added to the currently required trainings.
4. Formalize the monitoring of staff and assure that it is documented with written feedback that is provided to staff.
5. Create a survey or some type of mechanism for evaluating the fidelity and quality of service delivery. Include in it a process for how it will be used to adapt or improve service delivery.